

Applicant : Joaquin G. Fink et al.
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US

Amendments to the Claims:

This listing of claims replaces all prior versions and listings of claims in the application:

Listing of Claims:

1. (Currently Amended) A system comprising:
a graphical user interface operative to indicate at least one of a plurality of availability states of an agent for each of a telephone call and at least one text-based electronic communication for customer communications; and
a routing system operative to control ~~the~~ a routing of customer communications to the agent based on a current availability state of the agent, wherein the telephone call comprises a first priority and the at least one text-based electronic communication comprises a second priority, and wherein the first priority has a higher priority than the second priority.
2. (Currently Amended) The system of claim 1, wherein the ~~customer~~ communication comprises a telephone call at least one text-based electronic communication comprises an email.
3. (Currently Amended) The system of claim 1, wherein the graphical user interface is further operative to indicate a plurality of text-based electronic communications~~the customer communication comprises an electronic communication.~~

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4. (Currently Amended) The system of claim 3, wherein the plurality of text-based electronic communications comprises ~~one of~~ an email and a chat session.

5. (Original) The system of claim 1, wherein the availability states include an available state and an unavailable state.

6. (Currently Amended) The system of claim 1, wherein ~~a~~ the work status indicator is operative to transition the current availability state of the agent to another one of the plurality of availability states in response to at least one of a selection by the agent, the end of a timeout period, an initiation of client communication, and a termination of a client communication for each of the telephone call and at least one of the text-based electronic communication.

7. (Original) The system of claim 6, wherein the availability states include a wrap up state,

wherein the work status indicator transitions from an unavailable state to the wrap up state after an agent completes a client communication session, and

wherein the work status indicator transitions from the wrap up state to the available state after a predetermined time.

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8. (Original) The system of claim 1, wherein the GUI further comprises:
a statistics indicator operative to indicate an amount of time the agent is in the current
availability state.

9. (Currently Amended) A method comprising:
presenting a work status indicator in a graphical user interface, wherein the work status
indicator identifies at least one of a plurality of availability states of an agent for each of a
telephone call and at least one text-based electronic communication for customer
communications; and
controlling the routing of customer communications to the agent based on a current
availability state of the agent, wherein the telephone call comprises a first priority and the at least
one text-based electronic communication comprises a second priority, and wherein the first
priority has a higher priority than the second priority.

10. (Currently Amended) The method of claim 9, ~~wherein the customer
communication comprises a telephone call, further comprising presenting a type of agent status
indicator based upon a customer type, wherein the customer type comprises a large business
customer, a small business customer, or an individual customer.~~

11. (Currently Amended) The method of claim 9, ~~wherein the customer
communication comprises an electronic communication~~ the graphical user interface is further

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operative to indicate a plurality of text-based electronic communications.

12. (Currently Amended) The method of claim 11, wherein the plurality of electronic communications comprises at least one of ~~one of~~ an email and a chat session.

13. (Original) The method of claim 9, wherein the availability states include an available state and an unavailable state.

14. (Original) The method of claim 9, further comprising:
transitioning the work status indicator from the current availability state of the agent to another one of the plurality of availability states in response to at least one of a selection by the agent, the end of a timeout period, an initiation of client communication, and a termination of a client communication.

15. (Original) The method of claim 14, wherein the availability states include a wrap up state, and further comprising:

transitioning the work status indicator from an unavailable state to the wrap up state after an agent completes a client communication session, and

transitioning the work status indicator from the wrap up state to the available state after a predetermined time.

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16. (Original) The method of claim 9, further comprising:
presenting a statistics indicator in the graphical user interface, wherein the statistics indicator is operative to indicate an amount of time the agent is in the current availability state.

17. (Currently Amended) An article comprising a machine-readable medium including machine-executable instructions operative to cause one or more machines to:
present a work status indicator in a graphical user interface, wherein the work status indicator identifies at least one of a plurality of availability states of an agent, for each of a telephone call and at least one text-based electronic communication for customer communications; and
control ~~the~~ routing of customer communications to the agent based on a current availability state of the agent, wherein the telephone call comprises a first priority and the at least one text-based electronic communication comprises a second priority, and wherein the first priority has a higher priority than the second priority.

18. (Currently Amended) The article of claim 17, ~~wherein the customer communication comprises a telephone call~~ further comprising instructions to present a type of work status indicator based upon a customer type, wherein the customer type comprises a large business customer, a small business customer, or an individual customer.

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19. (Currently Amended) The article of claim 17, wherein ~~the customer~~
~~communication comprises an electronic communication~~ the graphical user interface is further
operative to indicate a plurality of text-based electronic communications.

20. (Currently Amended) The article of claim 19, wherein the plurality of electronic
communications comprises at least one of ~~one of~~ an email and a chat session.

21. (New) The method of claim 10, wherein at least one type of agent status indicator
comprises a comprehensive agent status indicator including detailed status information for the
large business customer.

22. (New) A method comprising:

presenting a work status indicator in a graphical user interface, wherein the work status
indicator identifies at least one of a plurality of availability states of a plurality of agents for each
of a telephone call and at least one text-based electronic communication for customer
communications; and

controlling routing of customer communications to one of the plurality of agents based on
a current availability state of the agent, wherein the telephone call comprises a first priority and
the at least one text-based electronic communication comprises a second priority, wherein the
controlling comprises routing customer communications comprising telephone calls to a first set
of agents, and wherein the controlling further comprises routing customer communications

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comprising at least one text-based electronic communication to a second set of agents.

23. (New) The method of claim 22, wherein the at least one text-based electronic communication comprises an email or a chat session.

24. (New) The method of claim 22, further comprising presenting a type of agent status indicator based upon a customer type, wherein the customer type comprises a large business customer, a small business customer, or an individual customer.